

**STATEMENT UNDER 37 CFR 3.73(b)**Applicant/Patent Owner: Verizon Services Corp.Application No./Patent No.: 09/154,965 Filed/Issue Date: 17-Sep-1998

Entitled: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING OF TELEPHONE CALLS INCLUDING REQUESTING DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION

Verizon Services Corp., a Corporation  
(Name of Assignee) (Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1.  the assignee of the entire right, title, and interest; or
2.  an assignee of less than the entire right, title and interest  
(The extent (by percentage) of its ownership interest is \_\_\_\_\_ %)

in the patent application/patent identified above by virtue of either:

A.  An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.**OR**B.  A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: Inventors To: Bell Atlantic Network Services Inc.  
The document was recorded in the United States Patent and Trademark Office at Reel 009649, Frame u135, or for which a copy thereof is attached.
2. From: Bell Atlantic Network Services Inc. To: Verizon Services Corp.  
The document was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.
3. From: \_\_\_\_\_ To: \_\_\_\_\_  
The document was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

 Additional documents in the chain of title are listed on a supplemental sheet. As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

<u>/Eden U.I. Stright/</u>	<u>03/20/2007</u>
Signature	Date
<u>Eden U.I. Stright</u>	<u>703.351.3586</u>
Printed or Typed Name	Telephone Number
<u>Assistant Secretary</u>	
Title	

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

**CERTIFICATE OF AMENDMENT  
OF  
RESTATED CERTIFICATE OF INCORPORATION  
OF  
BELL ATLANTIC NETWORK SERVICES, INC.**

Bell Atlantic Network Services, Inc., a corporation organized and existing under the General Corporation Law of the State of Delaware (the "Corporation") does hereby certify that the amendment to the Corporation's Restated Certificate of Incorporation set forth in the following resolution, approved by the Corporation's Board of Directors and Sole Stockholder, was duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware:

**RESOLVED**, that the Restated Certificate of Incorporation of the Corporation be amended by changing Article 1 thereof so that, as amended, the Article shall be and read as follows:

- "1. The name of the Corporation is Verizon Services Corp.  
The date of filing its original Certificate of Incorporation  
with the Secretary of State was October 14, 1983."

This Certificate of Amendment of the Restated Certificate of Incorporation shall be effective on August 1, 2000.

**BELL ATLANTIC NETWORK SERVICES, INC.**

By: Barbara Grafton  
Barbara E. Grafton  
Secretary

Dated: July 21 , 2000